



MITS News

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July 2008, Issue 3

A letter from John Corlett, Ohio Medicaid Director

ODJFS is pleased to announce that effective July 1, 2008 Medicaid providers were able to submit service claims for payment and perform Medicaid consumer eligibility look up functions via a new Internet "Web portal." These functions are among the first deliverables of the new Medicaid Information Technology System (MITS). When fully implemented, MITS will provide a single gateway to Ohio Medicaid information and business processes, providing a self service for customers and stakeholders. I encourage you to read more detail below about these two new features of our Medicaid Information Technology System.

New Medicaid Web Portal Functions Operational

Medicaid providers and trading partners can now submit Medicaid claims for payment and confirm a consumer's Medicaid eligibility via a new Internet "Web portal". This is one of the first deliverables of the new Medicaid Information Technology System (MITS).

Medicaid Claims Submission:

Implemented July 1, 2008, the Ohio Medicaid Claims Submission Web Portal creates a centralized interface for claims submission via the Internet, thus reducing the volume of paper claims. This capability targets small volume providers (25 or fewer claims per day) who complete and mail paper claims to a state data entry contractor. Examples of Medicaid providers who can utilize the portal include: physician practices, transportation providers, home health services providers, Rural Health Clinics, durable medical equipment providers, and independent providers serving Medicaid waiver consumers.

Medicaid providers have been requesting the ability to file claims via the Web for many years. They realize that moving away from paper claims submissions makes the process less cumbersome while reducing cost and the risk of data entry error. By the end of SFY 2008, approximately 3 million paper claims will have been submitted and processed for the year. Reducing the volume and cost of paper claims is only one of the many benefits of the new Ohio Medicaid Claims Submission Web Portal. Additional benefits include:

- Reducing the over 3 million paper claims submitted by providers and processed by ODJFS resulting in reduced costs for transport, retrieval and storage of paper claims.
- Reduced data entry errors, also reducing the need for claims to be resubmitted and reentered to correct data entry errors.

- The capability for Medicaid staff to view claims shortly after they are submitted and intervene with providers to immediately correct any problems or errors.
- A direct link (during data entry) to existing online manuals and billing instructions as a resource for providers to accurately submit their claims. Providers can also submit an inquiry or ask a question via the Web portal.
- Reduced costs to providers in terms of purchasing and mailing forms, contracting with a billing agent, etc.

Medicaid Eligibility Look Up

Also currently operational is the Ohio Medicaid Eligibility Web Portal which is a secure Web-based application containing close to “real time” eligibility information for Medicaid consumers on a 24-hour-per-day, 7-day-per-week basis. Access to this information is open to all active Medicaid providers and members of their staff, county departments of job and family services and other business trading partners. Users can access the information by entering in their provider number and unique information about the consumer whose eligibility is being verified. In addition to basic Medicaid eligibility data, the Web portal provides information on whether the consumer is enrolled in a Medicaid managed care plan or a Medicaid waiver program, residing in a long-term care facility, or has other insurance coverage including Medicare or commercial insurance. The Ohio Medicaid Eligibility Web Portal is open to all providers and counties August 4th.

Both Web portal functions have been pilot-tested with volunteer providers to ensure their success. We extend our thanks to volunteer providers for their assistance. These and other Web portal functionalities to be developed in the near future are critical aspects of Ohio’s Medicaid Information Technology System. They will increase efficiencies and access to real time information via a single gateway to Ohio Medicaid information and business processes.

MIT S Q & A

What kinds of transactions will providers be able to perform through the MITS Web portal when it is fully functional?

Providers will be able to submit all types of Medicaid service claims except for pharmacy claims. Providers will also be able to submit adjustments and voids as well as prior authorization requests. Providers will be able to enter changes to their demographic information, such as address, phone and fax updates. They will be able to update their group and managed care plan (MCP) affiliations. Providers will have the ability to verify consumer eligibility. Providers will continue to be able to retrieve their remittance advices, access billing instructions, read newsletters and learn about Ohio Medicaid updates, changes and initiatives – all quickly, conveniently and in near-real time.

Have a question? Send an e-mail to MIT S@jfs.ohio.gov